

**GSA FAS Internal Education Program**  
**Agent X Voice Transmission #1**  
**September 2010**

*Agent X theme music up and fade to background*

Agent X here. I'm glad I was able to get through. This is the first chance I've had to establish voice contact since the mission started, and I wanted to let you know right from the start that I'm glad we're working together.

As I said in my last e-mail, we both know that service is at the heart of FAS. We help agencies get what they need to complete their missions. But that covers a lot of ground, which is why FAS is so big. We provide so many different products and services it's hard to keep track sometimes. From technology to travel, from paper clips to professional services, FAS offers practically everything customers need in the government space. Most of the time, we're the ones people call to get what they need.

And as part of FAS, we always know what a big responsibility that is. We're the largest provider of products and services to government. We know the country depends on us. Our mission is supporting the business of government, and we do that by making sure government agencies get whatever they need to serve the American people and to preserve, protect, and defend the United States of America. That's our mission, and providing the best service possible is the way we complete it.

I hope you took that survey I mentioned in my last e-mail. It helped me a lot when I took it ... made me think more about FAS and what it has to offer. And I hope you're still thinking about that question I tossed your way at the end of the last e-mail – a bit of a riddle, really.

**When you buy something for yourself, like a car or a household appliance, what's the one thing you need to give a person or store you're buying from BEFORE you make a purchase?**

*SFX: Radio signal begins to break up*

Uh oh. I'm starting to lose the satellite feed. Time to shut down and move to a new location for now. Remember, the mission goes on, and the next e-mail should be coming your way soon.

Until then, keep your eyes open and your customers happy.

Agent X, signing off ... for now.

*Agent X theme music up and fade out*